MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2022/2023

BAC4684 – ERP SYSTEMS

(All Sections/Groups)

7th October 2023
9.00AM – 12.00PM
(3 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 3 printed pages including the cover page with 4 questions only.
2. Answer **ALL** questions. Marks are shown at the end of each question.

QUESTION 1 (25 marks)

Enterprise Application Integration (EAI) has a transformative impact on organizations by improving data accuracy, operational efficiency, decision-making, customer experience, collaboration, and compliance. There are numerous companies across various industries that utilize enterprise application integration (EAI) to streamline their operations and enhance communication between different applications and systems, such as Amazon and IBM.

Amazon: The e-commerce giant employs EAI to integrate its various systems and platforms, such as inventory management, order processing, and customer relationship management (CRM). This integration ensures seamless data flow and real-time synchronization across different departments and applications.

IBM: IBM offers EAI solutions and also uses them internally to integrate its own systems, applications, and databases. EAI enables IBM to connect different departments, such as sales, marketing and consolidate data from various sources for analysis and decision-making.

Required:

a) Classify and assess **FOUR (4)** integration layers.

(16 marks)

b) Explain **THREE (3)** hidden costs of ERP implementation, with illustrations.

(9 marks)

QUESTION 2 (25 marks)

Business process integration is a strategic initiative that enables organizations to optimize their operations, improve collaboration, and gain a competitive edge in today's dynamic business environment. The organization structures are tailored to respond to the business-related environment to enable strategic decisions. Management needs to make some strategic decision to react or anticipate to some business requirements or to promote a change in the organization.

Required:

a) Assess **FOUR (4)** factors that may trigger a process change.

(16 marks)

b) Explain "business process integration", with illustrations.

(9 marks)

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QUESTION 3 (25 marks)

Implementing an ERP system typically involves significant changes to business processes, technology infrastructure, roles and responsibilities, and organizational culture. Effective change management helps minimize resistance, maximize user adoption, and ensure a successful ERP implementation.

Required:

a) Interpret the term "change management" and its importance in ERP implementation.
(9 marks)

b) Demonstrate the **FOUR (4)** major phases of ERP implementation.
(16 marks)

QUESTION 4 (25 marks)

a) Mindtech Bhd. is a manufacturing company that produces a wide range of eco-friendly products. The company has been using SAP ERP to support its daily operations. The CEO, Datin Dora, is interested in exploring artificial intelligence (AI). As a SAP Consultant, you are required to prepare a detailed report of your findings on the impact of AI on ERP implementations, particularly highlighting its benefits and challenges.
(16 marks)

b) Interpret the meaning of "application hosting", with relevant illustrations.
(9 marks)

End of Paper